

JOB VACANCY ANNOUNCEMENT AMERICAN EMBASSY

June 6, 2014

ANNOUNCEMENT #: HR14-034

OPEN TO: All Interested Candidates

POSITION: **SUPERVISORY TELEPHONE/RADIO TECHNICIAN**

POSITION NO: A55121

OPENING DATE: June 6, 2014

CLOSING DATE: June 20, 2014

WORK HOURS: Full-time; 40 hours/week

SALARY: *Not-Ordinarily Resident: (Position Grade: FP-06 to be confirmed by Washington)

*Ordinarily Resident: GH¢17,869 p.a. (Starting salary)
(Position Grade: FSN-08)

LENGTH OF HIRE: Indefinite

NOTE: ALL U.S. AND NON-GHANAIAN CITIZENS, WHO ARE NOT FAMILY MEMBERS OF USG EMPLOYEES OFFICIALLY ASSIGNED TO POST AND UNDER CHIEF OF MISSION AUTHORITY, MUST ATTACH COPIES OF THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. NO RELOCATION EXPENSES ARE PROVIDED TO THE JOB LOCATION: ACCRA, GHANA. IF TRANSPORTATION TO ACCRA IS REQUIRED, IT WILL BE THE EMPLOYEE'S RESPONSIBILITY

The U.S. Embassy in Accra, Ghana is seeking an individual for the position of **SUPERVISORY TELEPHONE/RADIO TECHNICIAN** in the Information Program Center of the Embassy.

BASIC FUNCTION OF POSITION

Incumbent is responsible for ensuring the proper functioning of the Mission telecommunications systems and the Mission emergency and evacuation (E & E) radio system. S/he assists with the maintenance, programming and operation of the CS 1000 digital IP exchange, Nortel Meridian 61 C digital exchange, television system, Call Pilot and CallBill accounting systems in Accra; and operate and maintain two NORSTAR electronic key systems located at the Ambassador and Deputy Chief of Mission residences. S/he reports to the Information Programs Officer, supervises two telephone technicians and collaborates work with Information Systems Center (ISC) on shared projects and takes direction from the senior ISC systems managers on key issues. Supports the operation, repair and maintenance of the Mission telephone exchange equipment and performs routine preventive maintenance in accordance with the manufacturer's and Department of State guidelines; must have working knowledge of telephone test equipment, including multi-meter and other test equipment and troubleshoot power supplies down to the component level,

replace boards, cables and power supplies as needed. Plans and sets the overall objective in consultation with the Information Systems Security Officer(ISSO) having developed expertise in a particular telecommunications specialty area; incumbent is responsible for planning and carrying out work resolving most of the conflicts that arise, integrating and coordinating work of others as necessary and interpreting policy on own initiative in terms of established objectives. Installs, relocates and modifies telephone desk equipment; tests and telephone cabling and install cable runs as required by office relocations or remodeling. Ensures that residential telephone service is ordered and installed by Vodafone or telecom carrier and tests connectivity of all housing units during the make-ready process. Responds to customer requests on a variety of topics relating to telephones, radios, internet, and phones and communicates with customers and manages customers expectations by accurately relaying information about performance timelines. Serves as the Embassy liaison with Vodafone, Airtel, GLO and other phone service providers. Provides support to Congressional Delegation and other high level visitors and ensures hotel telecommunication requirements are coordinated with both the hotel and telecom companies. Performs any other additional duties required at the needs of the service .

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of Secondary School and Vocational training in electrical, electronic and telecommunication theory and technology is required.
2. Two to three years of directly related, progressively responsible experience in the area of electronic and telecommunication. One to two years supervisory experience required.
3. Level IV (Fluent) in English is required. High degree of proficiency in both the written and spoken language, including the ability to translate. On occasion, the job holder may need to act as an interpreter. Language proficiency will be tested.
4. Must demonstrate both knowledge and work experience in safely practices and procedures, electronic and telecommunications theories and practices, installation, operation, maintenance, testing, troubleshooting and repair procedures and techniques; Ghanaian, Department of State, US Government and international telephone and telecommunications standards and requirements .
5. Must possess and provide a copy of a valid local driver's license minimum of Class B. Driving skills will be tested.
6. Must have demonstrable working knowledge with programming and operation of the Meridian 61C, the EXACOM, CALLBILL billing system, the Call Billing software and the voice messaging system. Must be able to maintain and make minor repairs to the VHF E & E radio network and the individual radio units. Must be able to work independently and effectively in stressful situations and interpret technical guidelines and schematic drawings and engineering plans and specifications.

SELECTION PROCESS

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status

in determining successful candidacy.

2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a locally Employed Staff or Family Member (DS-174): **or**
2. A combination of both: i.e. Section 1-24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **or**
3. A current resume or curriculum vitae that provides the same information found on the UAE (*see section 3A below for more information*): **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veteran preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.
6. A telephone number, post office box and/or e-mail address where we can contact you to schedule an interview.

3A. If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)

- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle,
Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S.
Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

NOTE:

1. All applications must have the **Position Number** and **Position Title** identified.
2. All "Hard Copy"/printed applications must be submitted to the Mail Room at the Chancery. Hard Copy Applications submitted through any other office will not be accepted. You may apply on-line using the AccraHRO@state.gov email address. This is the preferred means of applying for a position with the American Embassy. Please go to our website for additional information, including current openings and tips on applying with the American Embassy in Accra. <http://ghana.usembassy.gov/jobopportunities.html>
3. **ALL APPLICATIONS MUST BE FOR AN OPEN/ADVERTIZED POSITION. APPLICATIONS PREVIOUSLY CONSIDERED FOR A JOB WILL NOT BE HELD/CONSIDERED FOR FUTURE JOBS. IF YOU ARE INTERESTED, YOU MUST RE-APPLY.**

SUBMIT APPLICATION TO:

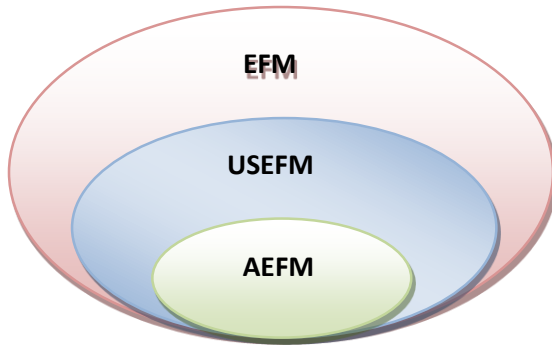
Human Resources Office
Through the Mailroom, Chancery
American Embassy, Accra
P.O. Box GP194, Accra

POINT OF CONTACT:

Telephone: 0302-741000
Fax: 0302-741389
E-mail: AccraHRO@state.gov

To get a copy of this vacancy announcement, please log on to our website at:
<http://ghana.usembassy.gov/jobopportunities.html>

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire

Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and

- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION: June 20, 2014

The US Mission in Accra, Ghana provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.